DEC 1 6 2008



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December 16, 2008

[Matter No. 190250-1720]

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In Re Application of:

Jane Parker

Group Art Unit: 2871

Serial No.: 14/057,746

Examiner: Parker, Brandi P.

Filed: December 12, 2003

Docket No. 190250-1720

For: Vacation Request Processing System Incorporating Call Volume Data

Number of Pages (Including This Cover Sheet): - 3 - Page(s)

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#### INTELLECTUAL PROPERTY LAWYERS

Atlanta, Georgia

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DEC 1 6 2008

# IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of:

Jane Parker

Serial No.:

10/735,407

Filed:

**December 12, 2003** 

For:

Vacation Request Processing System

Incorporating Call Volume Data

Group Art Unit:

4137

Examiner.

Parker, Brandi P.

Docket No.:

190250-1720

# AGENDA FOR 12-16-08 INTERVIEW

### 1) Claims 5, 15, and 26

- a) Ex. claim 5 recites "wherein the first workload statistic is derived from telephone call data stored in a database of a POTS switch"
- b) OA, p. 6 alleges *Leamon*, col. 1, II.48-51, col. 3, II. 12-18, and col. 19, II. 26-34 teaches "wherein the first workload statistic is derived from *telephone call data stored in a database of a communications switch* that routes incoming calls or place the calls in a queue."
- c) However, those sections of *Leamon* only describe a *simulated* call center (see col. 18, I. 50 col. 19, I. 65) and any "workload statistic" described therein is not derived from "telephone call data stored in a database of a communications switch" because the calls are simulated and not actually stored in a database
- d) OA, p. 6 alleged "Examiner notes that it would have been obvious to ... substitute a communication switch with a queuing system for a POTS switch because the call center operators' telephone lines can be connected to speed the call transfer process."
  - i) However, claim 5 includes a POTS switch. Is the Examiner alleging that Leamon teaches away from claim 5? How does eliminating the queuing system speed the call transfer process?
- e) <u>Proposed Amendment</u>: Amend respective base claims to include features of claims 5, 15, or 26

## 2) Claims 10, 20 and 31

- a) Ex. claim 10 recites "wherein granting the vacation request comprises transmitting an email to the first employee"
- b) Leamon in view of Green does not describe the feature above because Leamon, col. 4, II. 22-28 actually describes contact center for handling company-customer contact and not employer-employee contact. In other words, the contact center is for handling customer contact and not that of employees.
- c) For at least the same reasons, claims 20 and 31 also not shown or suggested

d) Proposed Amendment: Amend respective base claims to include features of claims 10, 20 or 31